



You Said / We did:

Q: Can we have more appointments?

A: We have recently trialled referring patients to the Respiratory Clinic operating out of the St Paul's Medical Centre. This has worked well for patients who have advised us that they have chest infections, experiencing shortness of breath etc.

Our Patient Advisors can also now refer patients suffering from UTIs to some local pharmacies, under specific guidelines.

Q: It can be very difficult to park at the surgery.

A: We were still experiencing people using our car park when they should be using the Gym / Co-Op Car Park. We try to monitor this.

Please park within the allocated marked spaces. Every space counts!

Please be careful when entering and exiting onto Sapphire Road, as people are parking in a way that blocks your view from both directions.

We have raised the issue with the Police, Fire Brigade and Ambulance services following a recent accident on Sapphire Road.



DIARY DATES

Monday 12th June

**Carers Coffee & Chat
10.30-12.00, here at the
surgery.**



Thank you for being so understanding over our recent IT issues. It caused significant impact and we had to seek support from our colleagues at the Intergrated Community Board and NHS Digital.

The issue was due to a fault with Virgin Media and they have made a temporary fix. Unfortunately as most of the residents on the Cleveland's Estate will know, we have limited options in terms of broadband providers.

Diabetic Eye Screening



You can follow the team on their Facebook page.

<https://www.facebook.com/people/Gloucestershire-Diabetic-Eye-Screening-Programme/100057209509554/>

Have you missed your screening? You can call the team on 0300 422 4419. They also offer walk in services at both Cheltenham General Hospital and Gloucestershire Royal Hospital on certain days.

Hospital Support



Getting to Hospital – Do you think you need help because your health condition impacts on your ability to use routine transport? If yes, call the **Patient Transport Advice Centre** on 01278 726968 between 08.30am and 6.30pm Monday to Friday and have your NHS number ready.

Are you waiting for an appointment? Worried as you haven't heard from the hospital?

Then you can call the **Customer Hub Support Team** 0300 422 6360

Missed Appointments

In April – we had the following appointments not attended:

121!

18 of those were Face to Face Appointments with a GP.

You can cancel appointments easily via the NHS App, System Online or our website.

With the local population increasing we need every appointment possible. Failure to cancel an appointment might mean you are delaying a friend or family member from accessing help.

Practice Updates

A word of thanks to the PPG and volunteers who supported us all with the Spring Booster Covid Clinics.

We are pleased to announce that Dr Ed Fitzgerald, who is a salaried GP has accepted an invitation to join the Practice as a partner.

We welcome two new patient advisors to the team, Chris Green and Ingrid Willis.

Our Facebook page, is updated regularly with both practice and NHS information.